



Coventry City Council

## Job Description

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| <b>Post:</b>     | Family Group Conference Team Manager                 | <b>Job Number:</b>  |   |
| <b>Service:</b>  | Childrens Services - Family Group Conference Service | <b>Post Number:</b> |   |
| <b>Location:</b> | Coventry, Broadgate House                            | <b>Grade:</b>       | 9 |

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

- Responsibility for managing the Family Group Conference (FGC) Service and staff within the team, including Family Group Conference Coordinators.
- To support and contribute to the development of the scope and vision for the service and ensure that Family Group Conferences are used to strengthen family involvement and relational ways of working with families, to safely achieve best outcomes for children.
- To support the robust integration of FGC in the preventative, early intervention and family help and protection strategic developments across Children's Services and partners.
- To ensure that the service operates within a framework of equality of opportunity and responds appropriately to the individual needs of all families from all backgrounds.
- To quality assure the FGC Service to ensure it provides an outcome-focused approach, where children and families are firmly at the centre and enabled to actively participate in key decisions and plans to support best life chances.
- Ensure that the service is delivered in accordance with the identified family focused, strengths-based policies and practice standards; service provision is maximized in the context of balancing spend within allocated resources.
- Deliver any quality assurance and relevant wider learning and action plans including inspection outcomes for the continuous professional development of staff and improvement of the quality of services for which responsible.

### Main Duties and Responsibilities:

1. To ensure effective leadership, management and supervision of the FGC coordinators and any other relevant staff in the team.
2. When relevant, recruit and train new FGC coordinators to required standards.
3. Provide leadership and direction to FGC staff, setting out the team goals and plan and making it clear how they support the fundamental purpose and contribute to the wider Children's Services and Council values, strategies and plans.

4. Manage referrals to the FGC Service and work allocation among the coordinators.
5. Play a key role in the establishment and use of qualitative and quantitative performance management information and quality assurance activity, to ensure that the FGC process is conducted effectively is outcome focused, monitored and reported on for the improvement of the FGC service.
6. Maintain Family Rights Group accreditation.
7. To contribute to the development, implementation and review of FGC policies and procedures ensuring accurate representation in the context of relevant legislation and statutory guidance.
8. To oversee the FGC process and ensure the key principles of FGC are observed and contribute to better outcomes for children and their families.
9. To ensure any challenges and complaints for the service and processes are managed and supported effectively, within expected timescale and identify areas for improvement where appropriate.
10. To review facilities for conferences, maximizing use of facilities city wide.
11. Engage with and build positive relationships with children, young people and families to ensure that their needs are at the heart of the design and delivery of Family Group Conference Services in Coventry.
12. Use internal and external relationships and other appropriate mechanisms to gather feedback on the effectiveness of services delivered.
13. Maintain effective systems and processes for ensuring that staff are supported to deliver high standards of service with children and families.
14. Promote the scope and profile of the Family Group Conferencing Service across Children's Services and partner agencies and ensure the focus and purpose is clearly understood, emphasizing the benefits for children and families and value for money.
15. To lead the development and robust integration of the Family Group Conference Service so that FGC's become a primary mechanism for decision-making at crucial points in the lives of vulnerable children and families.
16. To ensure that the FGC service develops and implements practice in line with government initiatives and legislation improving outcomes for children through earlier and more holistic intervention, integrated multidisciplinary delivery, and effective partnership working with families at risk.
17. To ensure and support quality planning, decision making and practice with children and families both within the service and with partner agencies.
18. To be responsible for the planning, coordination facilitation and review of Family Group Conferences in a way that ensures the key principles of FGC are observed and contribute appropriately to the outcomes for children and their families from a diversity of backgrounds.
19. Responsible and accountable for the management of appropriately devolved budgets, ensuring these are effectively monitored and controlled. This will include the investigation and resolution of any discrepancies and that best value is obtained from available resources consistent with council and departmental guidance.
20. To provide regular reports to the responsible bodies within Children's Services and the Council as required and produce an annual performance report of the FGC service to be used in service improvement, making recommendations for change and be responsible for taking action to improve standards as required.
21. To ensure appropriate processes, policies and partnerships are in place to protect children's rights and that they are safeguarded from harm.
22. To identify barriers to integrating family based decision-making and to challenge those practices/policies/procedures.
23. To maintain and develop links with other FGC services, both locally and nationally to ensure that Coventry incorporates any new initiative/ research findings into its practice.
24. To contribute to workforce development including provide multi-agency training for referrers and other FGC professionals; implementing and maintaining systems for staff recruitment, training, appraisal, discipline and grievance within the service and

in line with Children's Services/Council guidelines/procedures.

25. Investigate complaints, disciplinary and grievance matters and contribute towards positive industrial relations.
26. Ensure that staff are aware of their personal and professional responsibilities with regards to all areas of risk management and ensure that risks are dealt with in an appropriate and timely way.
27. Carry out any responsibilities as may be outlined by the Operational Lead for Quality Assurance, including deputising as required and contribute to the management of the service as a member of the Quality Assurance Service management team.
28. Any other duties and responsibilities within the range of the salary grade

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** FGC Coordinators, Service Development Officer

**Responsible to:** Operational Lead Quality Assurance

**Date Reviewed:** May 2022

**Updated:** May 2022



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## Person Specification

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| <b>Location:</b> | Coventry, Broadgate House                            | <b>Grade:</b>       | 9 |

| Area | Description |
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| <b>Knowledge:</b> | <ul style="list-style-type: none"><li>• In depth knowledge and understanding of theory and practice of Family Group Conferences and their use in Children's Services</li></ul>   |
|                   | <ul style="list-style-type: none"><li>• Knowledge and understanding of Lifelong Links.</li></ul>   |
|                   | <ul style="list-style-type: none"><li>• Understanding of local government issues and the social, political, and legal context in which it operates.</li></ul>  |
|                   | <ul style="list-style-type: none"><li>• Sound knowledge of current legislation and policy affecting children's services provision and guidance and research in relation to all aspects of work with children and their families; understanding of the work of Early Help, the role of partner agencies and knowledge of guidance with particular reference to child protection; children looked after, care leavers and care planning.</li></ul> |
|                   | <ul style="list-style-type: none"><li>• Understanding of the concept of multi-disciplinary and partnership working</li></ul>   |
|                   | <ul style="list-style-type: none"><li>• Sound knowledge and understanding of relational practice with families including solution focussed and strength-based practice strategies.</li></ul>   |
|                   | <ul style="list-style-type: none"><li>• Extensive knowledge and understanding of risk assessment with families with multiple disadvantages; understanding of both child and adult protection issues</li></ul>  |
|                   | <ul style="list-style-type: none"><li>• Knowledge of issues of inner-cities, and the effects on the care of children in the community and how to apply this knowledge to the needs of individual children and their families.</li></ul>  |
|                   | <ul style="list-style-type: none"><li>• Knowledge of the impact of poverty, oppression and discrimination on families; specific areas of family stress e.g. mental/emotional health, offending, drug, alcohol and substance misuse, domestic abuse etc. Understanding of implementing equality and diversity .</li></ul>   |
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| <b>Skills and Abilities:</b> | <ul style="list-style-type: none"><li>• Excellent written and verbal communication skills including the ability to communicate effectively at all levels and with a range of audiences.</li></ul> |
|                              | <ul style="list-style-type: none"><li>• Ability to provide clear leadership and direction.</li></ul>  |
|                              | <ul style="list-style-type: none"><li>• Research, problem-solving and analytical skills and confident in data collection and analysis</li></ul>   |
|                              | <ul style="list-style-type: none"><li>• Self-management of workload.</li></ul>  |
|                              | <ul style="list-style-type: none"><li>• Budgetary control.</li></ul>  |



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|  | <ul style="list-style-type: none"> <li>• Commitment to the empowerment of children and families and the ability to use families strengths and skills to resolve challenges.</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• Build relationships and work in partnership with a wide range of organisations.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Work independently to generate and lead work without direct supervision.</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• Skills in assessing needs and risks in complex and vulnerable families</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• Ability to manage complex meetings.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Highly developed skills in the assessment of need and risk.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Ability to set service standards, identify key indicators of performance and a commitment to the provision of high-quality services.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• A high level of interpersonal and negotiation skills.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Ability to lead, supervise and manage a team of staff to a high standard of performance.</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• Ability to positively promote the services and to act in a public relations capacity.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Ability to work outside usual working hours to fit in with the needs of families</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• Ability to motivate, lead, influence and focus others on a clear outcome.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Ability to work with others to identify issue and outcomes.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Ability to work as part of a team or on own initiative.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Ability to analyse information and make management decisions that are objective, impartial and evidence based</li> </ul>                        |

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| <b>Experience:</b> | <ul style="list-style-type: none"> <li>• Experience of working successfully to solve complex issues and the development of strategic direction. Demonstrable experience of partnership working, including the ability to influence and, where required, lead projects and initiatives with particular reference to standard setting.</li> </ul> |
|                    | <ul style="list-style-type: none"> <li>• Experience of effective management of complex meetings, including those with professionals, parents and children.</li> </ul>   |
|                    | <ul style="list-style-type: none"> <li>• Significant work experience with children and families within statutory or voluntary sectors; managing and/or delivering Family Group Conferences and or FGC Accreditation</li> </ul>  |
|                    | <ul style="list-style-type: none"> <li>• Experience of working in demanding and complex environment.</li> </ul>   |
|                    | <ul style="list-style-type: none"> <li>• Experience of conflict resolution and advanced negotiating and mediation skills</li> </ul>   |
|                    | <ul style="list-style-type: none"> <li>• Extensive professional experience of working with vulnerable children and their families, relating to complex case issues.</li> </ul>  |
|                    | <ul style="list-style-type: none"> <li>• Managing, motivating and empowering staff, building effective teams and achieving improvement; experience of managing a team working with children and families and providing supervision.</li> </ul>  |
|                    | <ul style="list-style-type: none"> <li>• Demonstrable experience of building, developing and supporting partnerships arrangements across organisational boundaries</li> </ul>   |
|                    | <ul style="list-style-type: none"> <li>• Demonstrable experience of financial management and resources application in relation to limited budget and conflicting priorities.</li> </ul>   |
|                    | <ul style="list-style-type: none"> <li>• Demonstrable experience of effective quality assurance, performance management and monitoring of a service. Experience with excel (or similar reporting software) would also be helpful.</li> </ul>  |
|                    | <ul style="list-style-type: none"> <li>• Demonstrable experience of management and development of business/service planning</li> </ul>  |
|                    | <ul style="list-style-type: none"> <li>• Experience of creating materials for and delivering training to promote the use of FGC.</li> </ul>   |

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| <b>Educational:</b> | <ul style="list-style-type: none"> <li>NVQ Level 4 Qualification or equivalent experience or qualification in a related service area such as social work, teaching, youth work</li> </ul> |
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| <b>Special Requirements:</b> | This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). |
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**Date Reviewed:** May 2022

**Updated:** May 2022